



# United States Department of the Interior

## Bureau of Reclamation

Commissioner's Office  
PO Box 25007  
Denver Federal Center  
Denver, Colorado 80225-0007

Subject: Reclamation-wide Customer Satisfaction Survey Report

Dear Customers:

We are pleased to announce that Reclamation conducted an agency-wide customer satisfaction survey as set forth in our Strategic Plan 1997-2002. The President's Executive Order 12862, and his National Performance Review, provided the guidance for gathering customer service information. The purpose for the survey was to assist Reclamation to gauge the level of satisfaction about performance among our customers and determine ways to improve our practices to better serve our customers.

The survey was conducted by an independent contractor, Argonne National Laboratory. Their Report of Findings is available on our Internet web site at this address: [www.usbr.gov](http://www.usbr.gov) . Please review the report and provide any feedback you may have to: [response@do.usbr.gov](mailto:response@do.usbr.gov) . I will personally review your comments on the report. Your comments will be maintained and referenced during implementation initiatives.

I am interested in how you gauge our relationship with you. Your comments will be greatly appreciated..

Sincerely,

Eluid L. Martinez  
Commissioner